# A Reference Guide
# for

MILTON ACADEMY

WHO BUT W.B.MASON
FOR OFFICE SUPPLIES, FURNITURE & PRINTING

# Welcome to W.B. Mason

We are pleased to be a preferred business partner.

As a W.B. Mason customer you will experience both *competitive pricing* and *unsurpassed customer service and delivery.*

This reference guide was designed to help you become familiar with us and serve as a tool to answer any of your questions or concerns.

# Who is W. B. Mason

- Established in 1898
- Largest Privately Held Office Products Dealer in US History
- Over $750 Million in Annual Sales & Growing
- 300,000 Sq. Ft. Local Distribution Center on Summer Street in Boston
- Next Day Nationwide Delivery
- One of the Largest Contract Furniture Dealerships in US with over $ 100 million in Annual sales

# Convenient Ordering Methods

**Phone** - Call your dedicated Customer Service Representative
Mary Ann Kingham
1-888-926-2766 ext 1759

**Email** – Orders/questions can be sent directly to
maryann.kingham@wbmason.com

**Fax-** Orders can be faxed, Attn Mary Ann Kingham 800-738-3272

**Online-** www.wbmason.com Instructions are included in this guide.

# Delivery

- Dedicated delivery specialist
- Twice a day delivery: orders placed before 11:15 will be delivered same day, order placed after 11:15 will be delivered next day
- Orders will be placed “where you want it”
- Pick ups will be made next day

# Fast & Easy Ordering

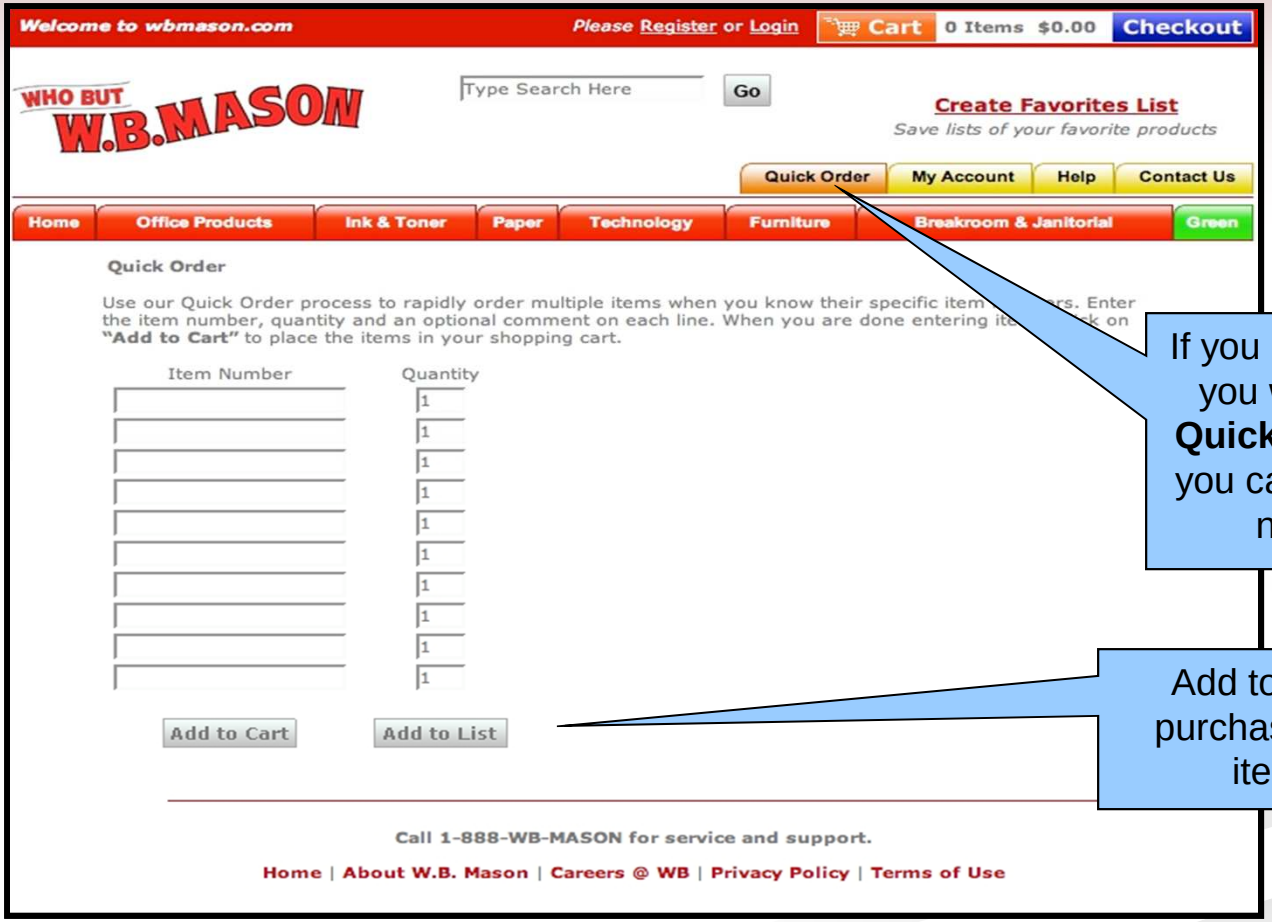
## Signing In

**www.wbmason.com**

Enter in your email address and password to log in to the site.

# Fast & Easy Ordering

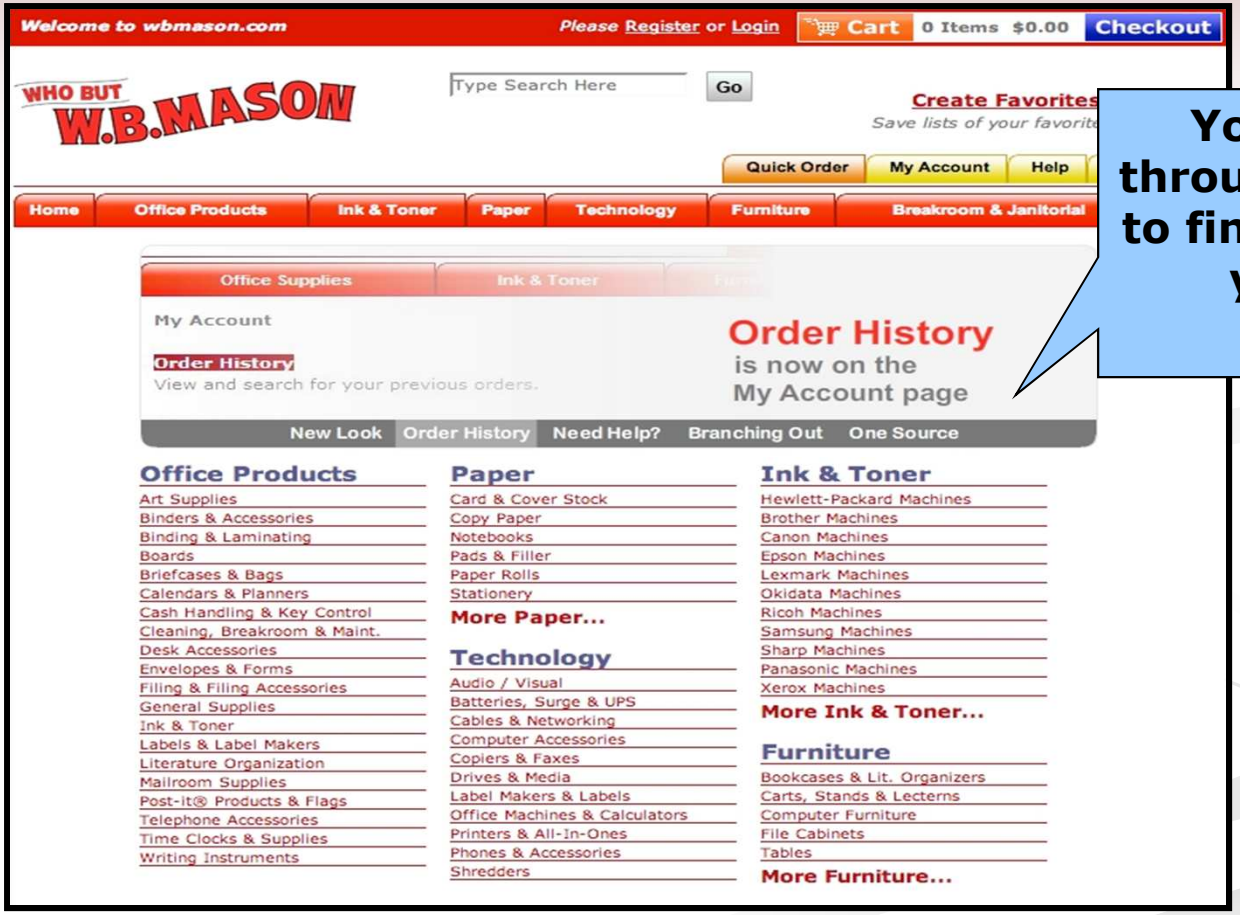
## Quick Order Option




If you have the item numbers you want to order click on **Quick Order.** In quick order you can enter up to 10 items numbers at a time.

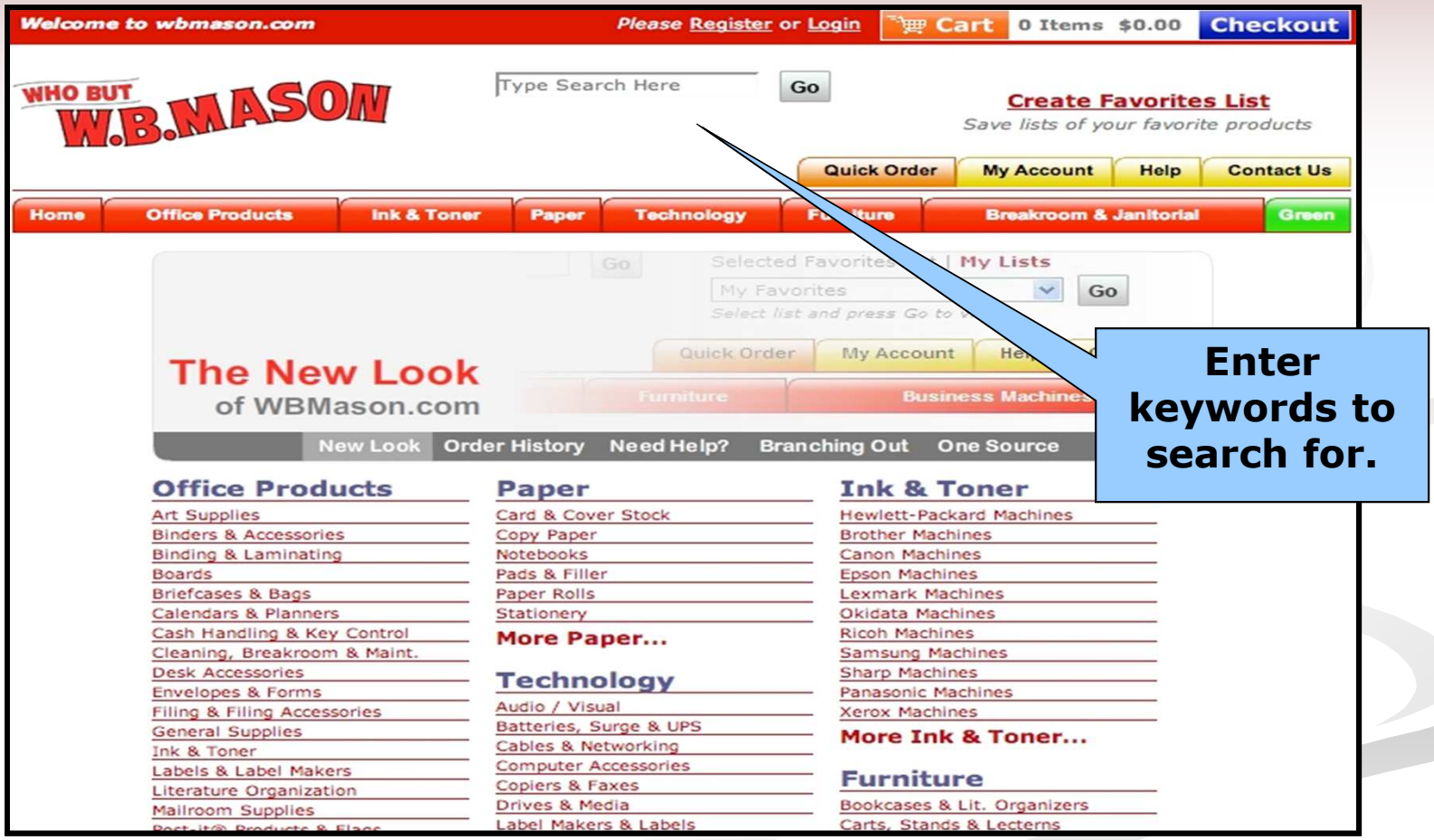
Add to cart to purchase these items.

# Search by Product or Category




**You can click through categories to find the product you need.**

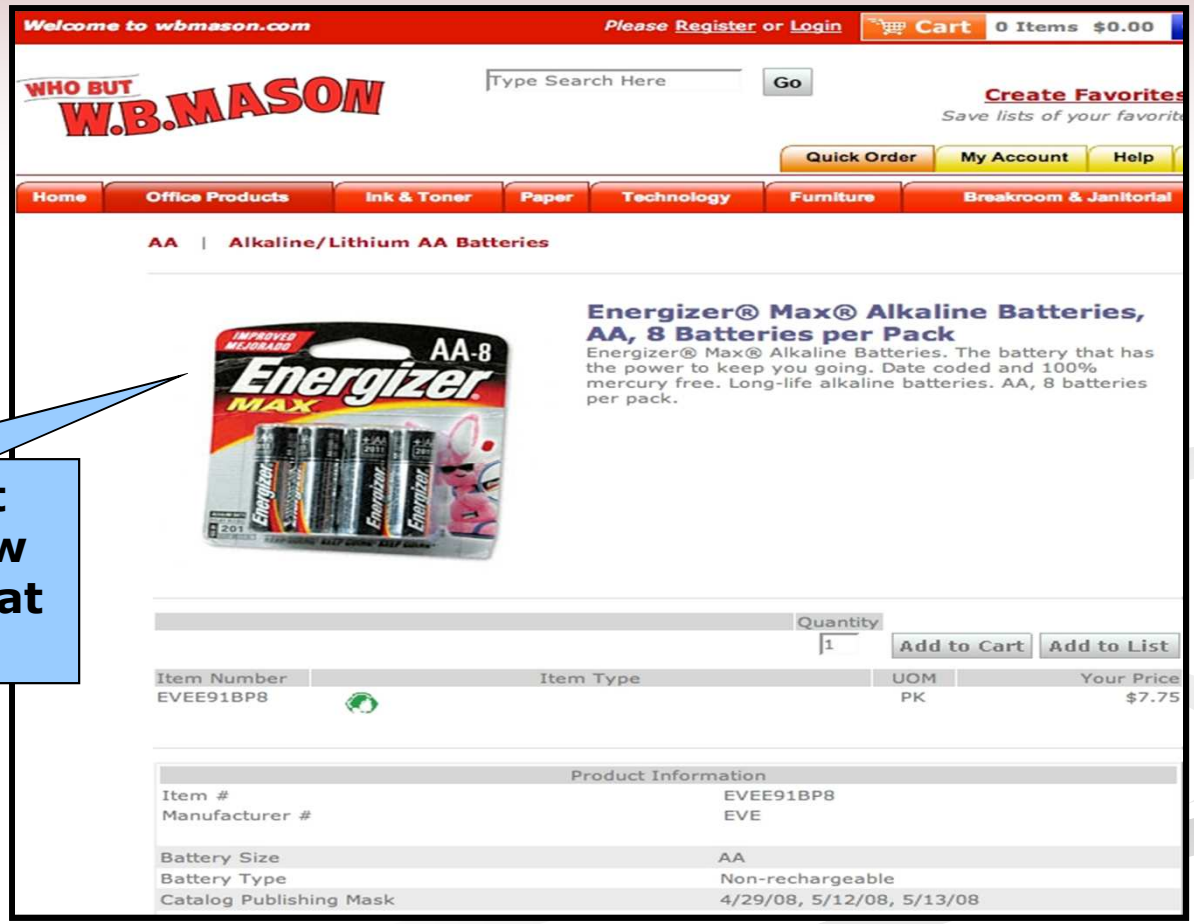
# Search by Key Word



# User Friendly Features

## Product Information

**Detailed product info lets you know you're getting what you need.**



# Checking Out

- After locating your product, via searching/browsing/quick order, use the Add to Cart button to add the item(s) to your shopping cart.
- The totals of your shopping cart will appear on the left side of your screen and remain there until you either checkout or remove them from the cart (even if you log off and come back in 3 days).
- To update or remove any items in your shopping cart, simply click on the Shopping Cart in the left hand column and make your changes.
- To checkout of your order, either click on the Checkout button in the left hand column or the Checkout button within the Shopping Cart page.

# Checking Out

- **Cost Center Charges**.
  So that the order is properly charged to your department's office supply budget. Please be sure to double check the number before submitting the order so that your department's account is properly charged.

- **Shipping Information.**
  Please be sure to double check your shipping information for proper delivery of your order. Once you complete all shipping information as well as any other required information on the Checkout screen, click Continue at the bottom of this page.

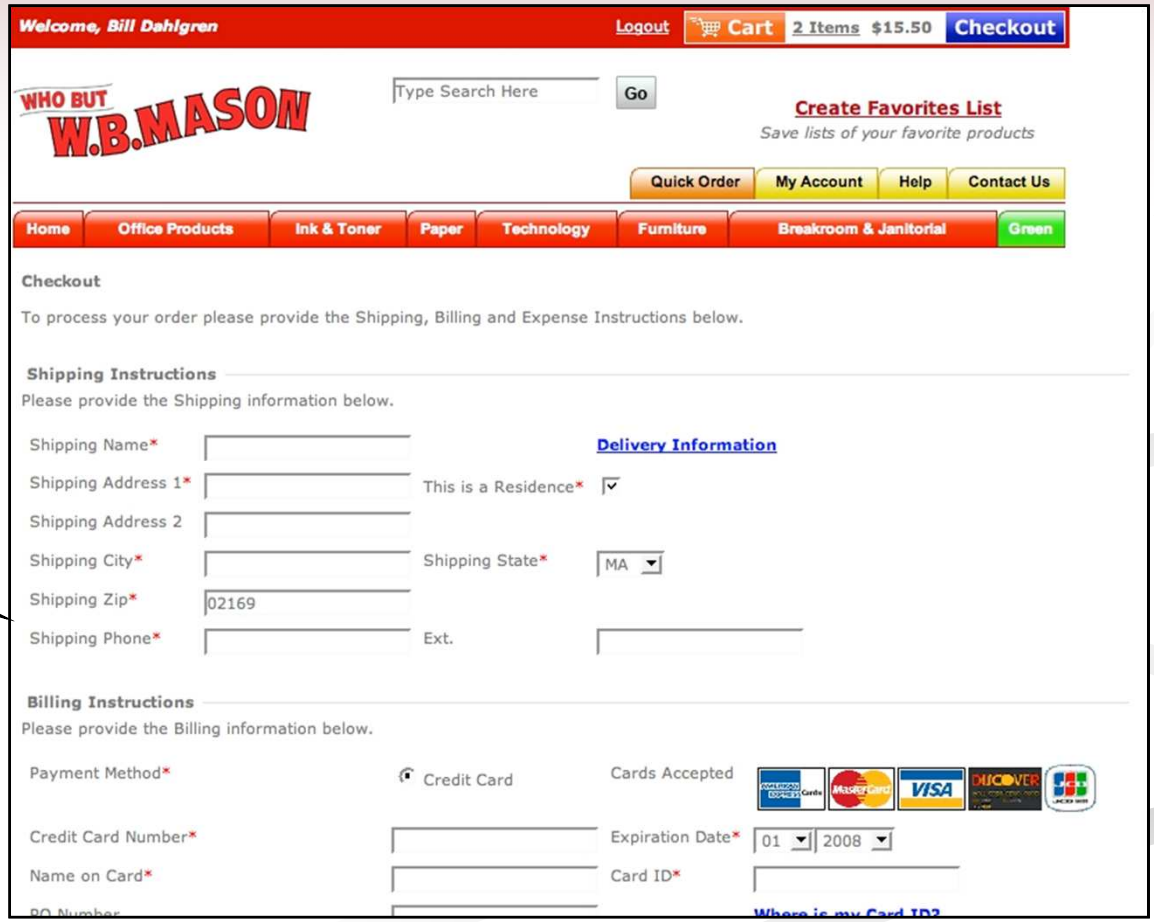
- **Completing your Order**
  When you click the Continue button you will receive an onscreen Order Preview - *your order has not been placed yet*. You must View and confirm your order information, click on Submit on this page to send your order and receive your onscreen receipt including your order number. You will receive an email confirmation when W.B. Mason is in receipt of your order.

# Express Check Out

Your shipping address will be preloaded for you.

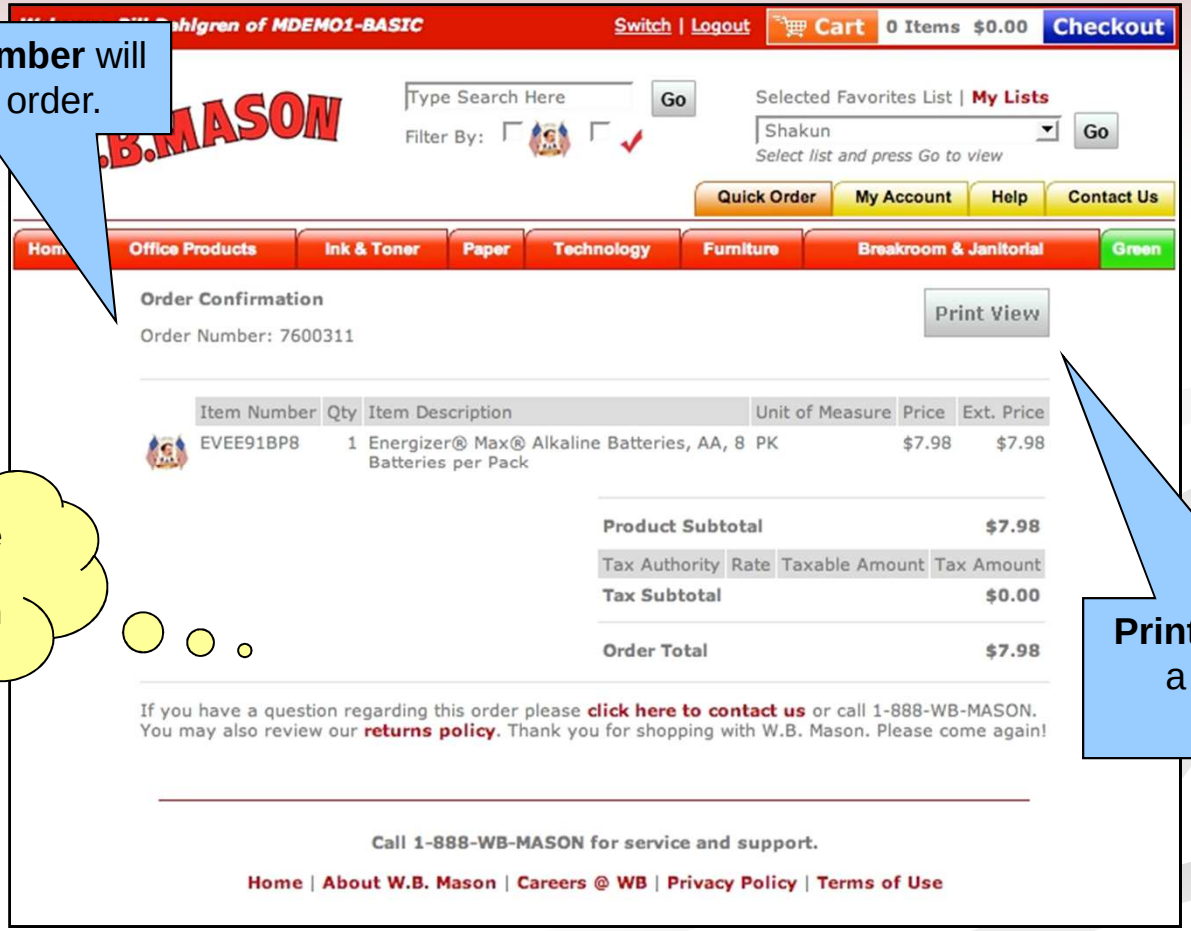
Your billing address will be preloaded and fixed. You do not have to enter a PO number.

Your Cost Center will be preloaded with your Milton Academy account number.
PLEASE VERIFY.



# Order Confirmation

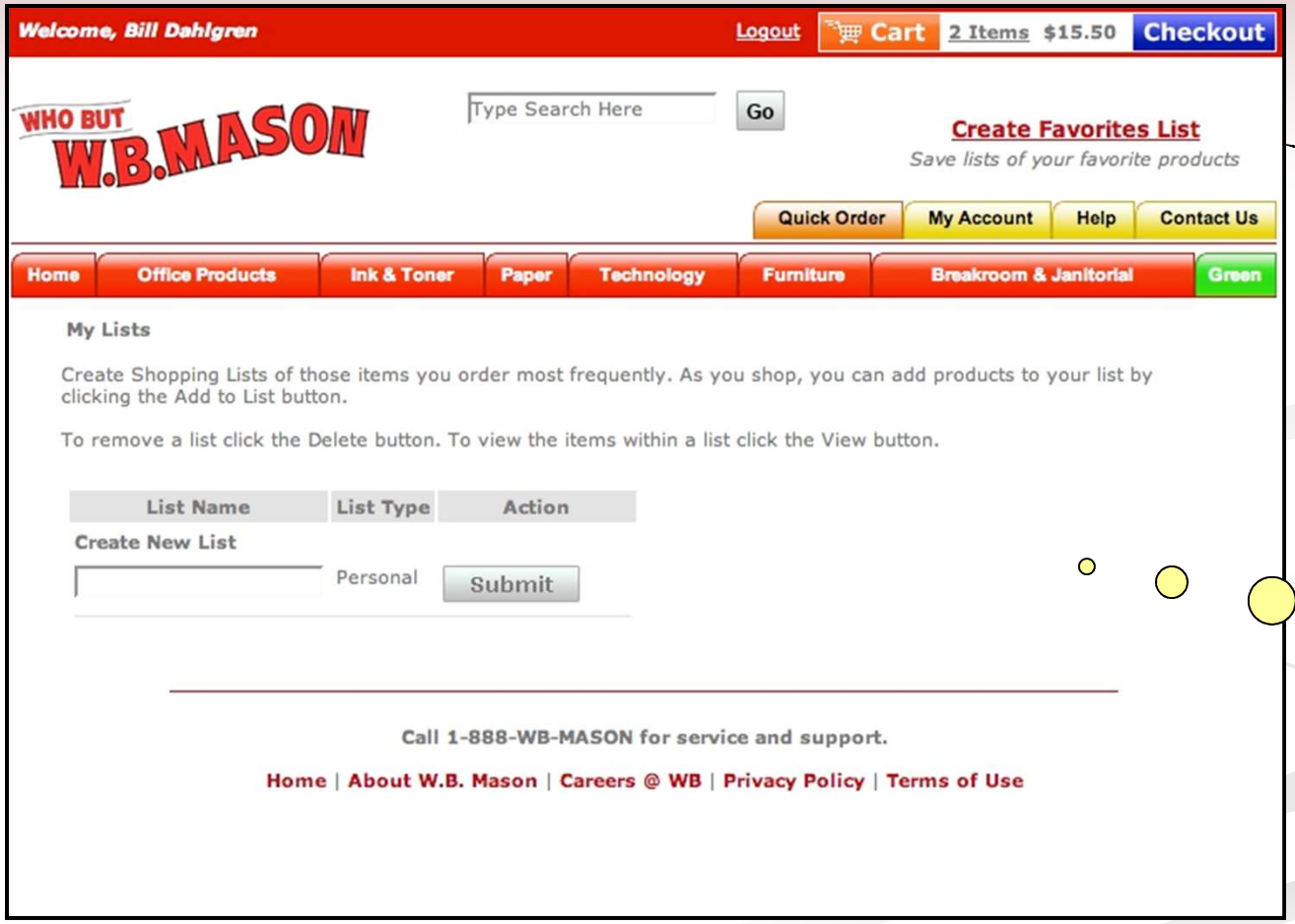
Your **Order Number** will confirm your order.




You will receive an email confirmation on the order

**Print view** will provide a printer friendly confirmation.

# Shopping Lists

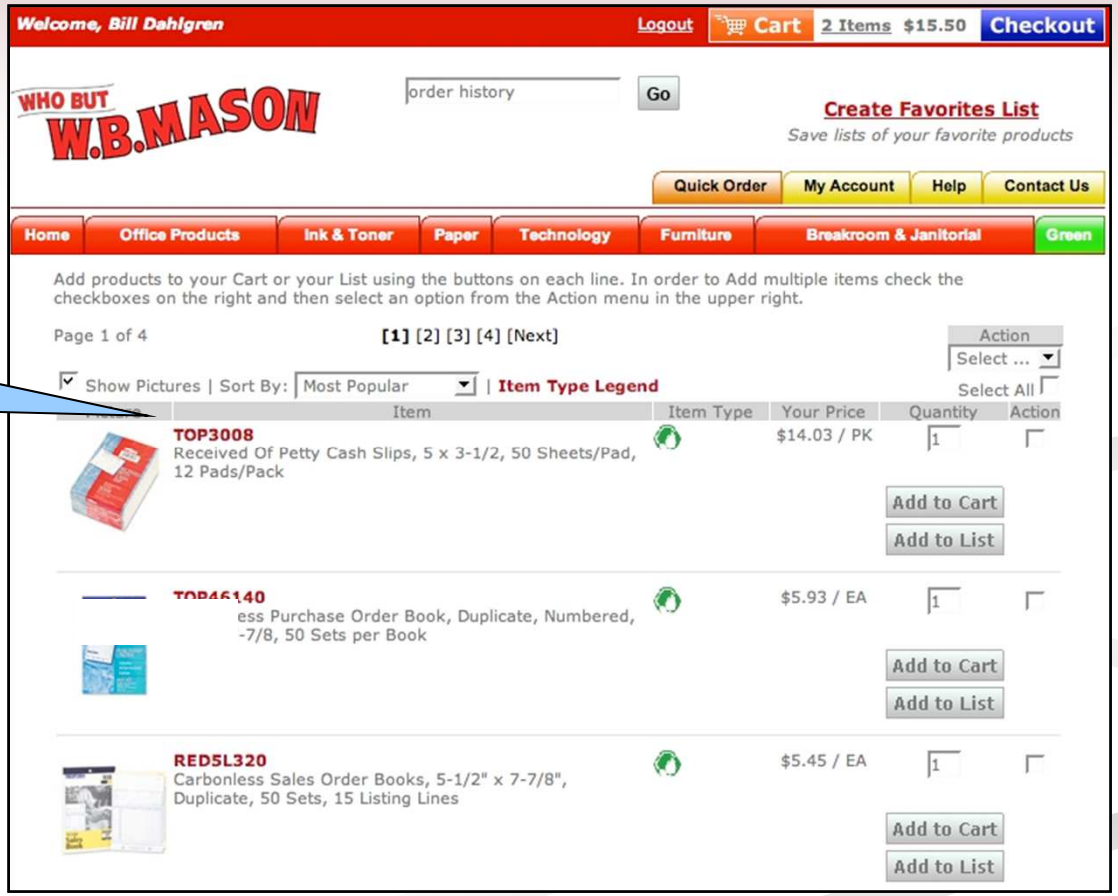



Click on **My Lists** to create your own personal lists.

Create shopping lists of those items you order most frequently!

# Order History

Click on the **Order #** to see the detail of past orders.



# Help

- Utilize the help section online

- Call your dedicated Customer Service Rep Mary Ann Kingham 1-888-926-2766 ext 1759, or contact her directly online using the “contact us” button on the W.B. Mason website.
- Call your dedicated Account Manager, Kevin Burke at 1-508-328-7939

# Thank you

MILTON ACADEMY

***We appreciate your business!***